

Magna5 RTC LLC
dba Richmond Telephone Company

Massachusetts D.T.C. Tariff No. 2
2nd Revised Sheet No.1
Cancelling 1st Revised Sheet No. 1

MASSACHUSETTS TELECOMMUNICATIONS TARIFF

Regulations and Schedule of Charges Applying to
Switched Exchange Access Services
in the Commonwealth of Massachusetts

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**Magna5 RTC LLC dba
Richmond Telephone Company**

Mass. Dept. of
Telecommunications & Cable

3001 Dallas Pkwy, Suite 610
Frisco, TX 75034

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**This Tariff Massachusetts D.T.C. Tariff No. 2 Replaces in its Entirety
Richmond Telephone Company Tariff M.D.P.U.- No. 1
as Formerly Adopted by X5 RTC LLC dba Richmond Telephone Company
(nka Magna5 RTC LLC dba Richmond Telephone Company)**

Tariff ("Tariff") contains descriptions, regulations, and rates applicable to the furnishing of competitive, presubscribed local exchange and interexchange telecommunications Services provided by Magna5 RTC LLC dba Richmond Telephone Company ("Company") within the State of Massachusetts. This Tariff is on file with the Massachusetts Department of Telecommunications and Cable ("Department"). This Tariff may also be inspected during normal business hours at Magna5 RTC LLC dba Richmond Telephone Company's principal place of business at 3001 Dallas Pkwy, Suite 610, Frisco, TX 75034.

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CHECK SHEET

Sheets of this rate sheet are effective as of the date shown at the bottom of the respective sheet(s). Original and revised sheets as named below comprise all changes from the original rate sheet and are currently in effect as of the date on the bottom of this sheet. An asterisk (*) indicates Sheets included in this submission

Sheet	Revision	Sheet	Revision	Sheet	Revision
1	2 nd Revised*	21	2 nd Revised*		
2	4 th Revised*	22	2 nd Revised*		
3	2 nd Revised*	23	2 nd Revised*		
4	2 nd Revised*	24	2 nd Revised*		
5	2 nd Revised*	25	2 nd Revised*		
6	2 nd Revised*	26	2 nd Revised*		
7	2 nd Revised*	27	2 nd Revised*		
8	2 nd Revised*	28	2 nd Revised*		
9	2 nd Revised*	29	2 nd Revised*		
10	2 nd Revised*	30	2 nd Revised*		
11	2 nd Revised*	31	2 nd Revised*		
12	2 nd Revised*	32	2 nd Revised*		
13	2 nd Revised*	33	2 nd Revised*		
14	2 nd Revised*	34	2 nd Revised*		
15	2 nd Revised*	35	2 nd Revised*		
16	2 nd Revised*	36	2 nd Revised*		
17	2 nd Revised*	37	4 th Revised*		
18	2 nd Revised*	38	2 nd Revised*		
19	2 nd Revised*	39	4 th Revised*		
20	2 nd Revised*				

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TABLE OF CONTENTS

Check Sheet	2
Table of Contents	3
Application.....	4
Symbols	4
Rate Sheet Format.....	5
Section 1 - Definitions	6
Section 2 - Rules and Regulations	10
Section 3 - Ordering Options for Access Service	37
Section 4 - Switched Access Service	39
Section 5 - Switched Access Rates	42
Section 6 - Local Traffic Exchange and Termination	46
Section 7 - Contracts and Individual Case Basis Arrangements	47
Section 8 - Miscellaneous Services	48

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APPLICATION OF TARIFF

This Tariff applies to Intrastate Switched Exchange Access Service provided to Customers for origination and termination of traffic to and from Central Office codes directly assigned to Magna5 LLC dba Richmond Telephone Company in the absence of a separate interconnection agreement between the Company and Customer.

BY INTERCONNECTING TO AND UTILIZING THE EXCHANGE ACCESS SERVICES SET FORTH IN THIS DOCUMENT, INTERCONNECTING CARRIERS ARE DEEMED TO HAVE CONSTRUCTIVELY ORDERED SERVICE AS CUSTOMERS, AND AGREE TO THE SERVICE RATES, CHARGES, TERMS, AND CONDITIONS AS SET FORTH HEREIN.

Company provides exchange access Services contained in this Tariff under a Multiple Bill-Multiple Tariff method, as set forth in the Alliance for Telecommunications Industry Solutions Inc. Ordering and Billing Forum Multiple Exchange Access Billing document, ATIS/OBF-MECAB-08, Issue 9, dated January 2007. This method allows one provider to bill for other providers within the Multiple Bill option when there are more than two companies providing the Service. The number of bills rendered is less than the total number of companies providing the Service. Each provider's Tariff or contract rates are applied and displayed separately for each company's portion of the Service provided.

This Tariff applies only to the extent that facilities are available and Services provided hereunder are used by a Customer for the purpose of originating or terminating intrastate communications.

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SYMBOLS

The following are the only symbols used for the purposes indicated below:

- (C) To signify changed condition or regulation.
- (D) To signify deleted or discontinued rate, regulation or condition.
- (I) To signify a change resulting in an increase to a Customer's bill.
- (M) To signify that material has been moved from another tariff location.
- (N) To signify a new rate, regulation condition.
- (R) To signify a change resulting in a reduction to a Customer's bill.
- (T) To signify a change in text but no change to rate or charge.

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RATE SHEET FORMAT

A. Sheet Numbering - Sheet numbers appear in the upper right corner of the sheet. Sheets are numbered sequentially. However, new sheets are occasionally added to the rate sheet. When a new sheet is added between sheets already in effect, a decimal is added. For example, a new sheet added between sheets 14 and 15 would be 14.1.

B. Sheet Revision Numbers - Revision numbers also appear in the upper right corner of each sheet. These numbers are used to determine the most current sheet version on file with the Department. For example, the 4th revised Sheet 14 cancels the 3rd revised Sheet 14. Because of various suspension periods, deferrals, etc. the Department follows in its rate sheet approval process, the most current sheet number on file with the Department is not always the sheet in effect. Consult the Check Sheet for the sheet currently in effect.

C. Paragraph Numbering Sequence - There are nine levels of paragraph coding. Each level of coding is subservient to the next higher level:

- 2.
- 2.1
- 2.1.1
- 2.1.1.A.
- 2.1.1.A.1.
- 2.1.1.A.1.(a)
- 2.1.1.A.1.(a).I.
- 2.1.1.A.1.(a).I.(i).
- 2.1.1.A.1.(a).I.(i).(1).

D. Check Sheets - When a rate sheet filing is made with the FCC, an updated Check Sheet accompanies the rate sheet filing. The Check Sheet lists the sheets contained in the rate sheet, with a cross-reference to the current revision number. When new sheets are added, the Check Sheet is changed to reflect the revision. All revisions made in a given filing are designated by an asterisk (*). There will be no other symbols used on this sheet if these are the only changes made to it (i.e., the format, etc. remain the same, just revised revision levels on some sheets.) The rate sheet user should refer to the latest Check Sheet to find out if a particular sheet is the most current on file with the FCC.

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SECTION 1 - DEFINITIONS

Certain terms used generally throughout this rate sheet for the Access Services of this Company are defined below.

Advance Payment: Part or all of a payment required before the start of service.

Access Services: The Company's intrastate switched exchange access services offered pursuant to this Tariff.

Carrier or Common Carrier: See Interexchange Carrier.

Company: Magna5 LLC dba Richmond Telephone Company, the issuer of this Tariff.

Customer: Any individual, person, firm, partnership, association, joint-stock company, trust, governmental entity, corporation or other entity that directly or indirectly obtains access Service. A Customer is deemed responsible for the payment of charges and compliance with the Company's regulations. An Interexchange Carrier is deemed a Customer of the Company if any of the Interexchange Carrier directly or indirectly sends traffic to or receives traffic from a central office code ("NPA-NXX") assigned to the Company. The use of the Company's Access Service constitutes an order for such service and requires compliance with the obligates, rates, and charges as set forth in this Tariff, regardless of whether the Customer has affirmatively requested service or has an executed service order.

Department: The Massachusetts Department of Telecommunications and Cable.

Discontinuance or Suspension of Service: For Incidental Service, the blockage of Customer's traffic terminating on Company's network or traffic originating on Company's network and terminating on Customer's network.

End Office: With respect to each NPA-NXX code prefix assigned to the Company, the location of the Company's End Office for purposes of this Tariff shall be the point of interconnection associated with that NPA-NXX code in the Local Exchange Routing Guide, issued by Telcordia.

End User or User: The term End User denotes a subscriber or user of an intrastate, interstate or foreign telecommunications service that is not a Carrier. A Carrier, other than a telephone company, shall also be deemed to be an "End User" when such Carrier uses a telecommunications service for its own internal administrative purposes. A person or entity that offers telecommunications services exclusively as a non facilities-based reseller shall be deemed to be an "End User" if all resale transmission offered by such reseller originates on the premises of such reseller.

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SECTION 1 - DEFINITIONS, Continued

Exchange Telephone Company: Denotes any individual, partnership, association, joint-stock company, trust, or corporation engaged in providing switched communication within an exchange.

Feature Group D or FGD: Feature Group D is a type of telecommunication trunk used to provide equal access capability from telecommunication carriers and central offices through dialing "1" plus the desired called party's ten digit telephone number. The call is routed through the caller's presubscribed carrier.

Incidental Service: Denotes Intrastate Switched Exchange Access Service provided to a Customer under this Tariff that is not otherwise provided through a written agreement with Customer and will be held to have been constructively ordered.

Individual Case Basis or ICB: A service arrangement in which the regulations rates and charges are developed based on the specific circumstances of the case, unless otherwise prohibited by law or regulation.

Interconnecting Carrier: Any Carrier that interconnects to Company's network for purposes of terminating traffic, or receiving originating traffic.

Interexchange Carrier ("IXC"): The terms Interexchange Carrier denotes any individual, partnership, association, joint-stock company, trust, governmental entity or corporation engaged for hire in intrastate, interstate or foreign communication by wire or radio, between two or more exchanges.

Intrastate Switched Exchange Access Service or Service: Provides for a switched two-point communications path between a Customer's premises or a collocated interconnection location and an End User's premises for originating and terminating calls.

LATA: A Local Access and Transport Area established pursuant to the Modification of Final Judgment entered by the United States District Court for the District of Columbia in Civil Action No. 82-0192; or any other geographic area designated as a LATA in the NATIONAL EXCHANGE CARRIER ASSOCIATION, Inc. Tariff F.C.C. No. 4.

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SECTION 1 - DEFINITIONS, Continued

PSTN: Refers to the Public Switched Telephone Network

Network: Refers to the Company's facilities, equipment, and Services provided under this Tariff.

Serving Wire Center: The term Serving Wire Center denotes the wire center from which the Customer designated premises would normally obtain dial tone.

Shared: A facility or equipment system or subsystem that can be used simultaneously by several Customers.

TDM: Refers to time division multiplexing

Toll VoIP-PSTN Traffic: Toll VoIP-PSTN Traffic denotes a Customer's non-interstate and non-local voice traffic exchanged with the Company in Time Division Multiplexing format on the PSTN which originates and/or terminates in Internet Protocol format. Toll VoIP-PSTN traffic originates and/or terminates to an end user customer of a service that requires IP-compatible customer premises equipment.

Toll Free: A term to describe an inbound communications service which permits a call to be completed at a location without charge to the calling party. Access to the service is gained by dialing a ten (10) digit telephone number (e.g., North American Numbering Plan ("NPA") code is 800, or other 8XX, number where X is a number between 0 and 9).

Transitional Intrastate Access Service: means terminating End Office Access Service that was subject to intrastate access rates as of December 31, 2011; terminating Tandem-Switched Transport Access Service that was subject to intrastate access rates as of December 31, 2011; and originating and terminating Dedicated Transport Access Service that was subject to intrastate access rates as of December 31, 2011. (See 47 C.F.R. 51.903(j)).

Universal Emergency Telephone Number (911) Service: Wherever feasible, the Company will provide a universal Central Office number 911 for the use of Public Safety Agencies having the responsibility to protect the safety and property of the general public. It is intended that use of 911 Service will provide the public with a means of simple and direct telephone access to a Public Safety Answering Point.

Wire Center: A building in which one or more central offices, used for the provision of Exchange Services, are located.

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SECTION 2 - REGULATIONS

2.1 UNDERTAKING OF COMPANY

2.1.1 Scope

The Company undertakes to furnish Switched Exchange Access Services in accordance with the terms and conditions set forth in this Tariff.

2.1.2 Shortage of Facilities

All Service is subject to the availability of facilities that in the Company's sole discretion are suitable for the Service. The Company reserves the right to limit the length of communications or to discontinue furnishing Services when necessary because of the lack of transmission medium capacity or because of any causes beyond its control.

2.1.3 Terms and Conditions

- A. Service is provided on the basis of a minimum period of at least one month, 24-hours per day, unless otherwise deemed Incidental Service. For the purpose of computing charges in this Tariff, a month is considered to have thirty (30) calendar days.
- B. Customers may be required to execute any other documents as may be reasonably requested by the Company.
- C. This Tariff shall be interpreted and governed by applicable federal law, state laws, and Commission regulations, as may apply, regardless of choice of laws and regulation provisions.

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SECTION 2 – REGULATIONS, Continued

2.1 UNDERTAKING OF COMPANY, Continued

2.1.4 Limitations on Liability

- A. Except as otherwise stated in this section, the liability of the Company for damages arising out of either: (1) the furnishing of its Services, including but not limited to mistakes, omissions, interruptions, delays, or errors, or other defects, representatives, or use of these Services or (2) the failure to furnish its Service, whether caused by acts or omission, shall be limited to the extension of allowances to the Customer for interruptions in Service as set forth in Section 2.7.
- B. Except for the extension of allowances to the Customer for interruptions in Service as set forth in Section 2.7, the Company shall not be liable to a Customer or third party for any direct, indirect, special, incidental, reliance, consequential, exemplary or punitive damages, including, but not limited to, loss of revenue or profits, for any reason whatsoever, including, but not limited to, any act or omission, failure to perform, delay, interruption, failure to provide any Service or any failure in or breakdown of facilities associated with the Service.
- C. The liability of the Company for errors in billing that result in overpayment by the Customer shall be limited to a credit equal to the dollar amount erroneously billed or, in the event that payment has been made and Service has been discontinued, to a refund of the amount erroneously billed.

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SECTION 2 – REGULATIONS, Continued

2.1 UNDERTAKING OF COMPANY, Continued

2.1.4 Limitations on Liability, Continued

- D. The Company shall not be liable for loss or damages involving:
1. Any act or omission of: (a) the Customer, (b) any other entity furnishing service, equipment or facilities for use in conjunction with services or facilities provided by the Company; or (c) common carriers or warehousemen;
 2. Any delay or failure of performance or equipment due to causes beyond the Company's control, including but not limited to, acts of God, fires, floods, earthquakes, hurricanes, or other catastrophes; national emergencies, insurrections, riots, wars or other civil commotions; strikes, lockouts, work stoppages or other labor difficulties; criminal actions taken against the Company; unavailability, failure or malfunction of equipment or facilities provided by the Customer or third parties; and any law, order, regulation or other action of any governing authority or agency thereof;
 3. Any unlawful or unauthorized use of the Company's facilities and services;
 4. Libel, slander, invasion of privacy or infringement of patents, trade secrets, or copyrights arising from or in connection with the transmission of communications by means of Company-provided facilities or services; or by means of the combination of Company-provided facilities or services with Customer-provided facilities or services;

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SECTION 2 – REGULATIONS, Continued

2.1 UNDERTAKING OF COMPANY, Continued

2.1.4 Limitations on Liability, Continued

D. Continued

5. Breach in the privacy or security of communications transmitted over the Company's facilities;
6. Changes in any of the facilities, operations or procedures of the Company that render any equipment, facilities or Services provided by the Customer obsolete, or require modification or alteration of such equipment, facilities or services, or otherwise affect their use or performance, except where reasonable notice is required by the Company and is not provided to the Customer, in which event the Company's liability is limited as set forth in Section 2.1.4, preceding;
7. Defacement of or damage to Customer premises resulting from the furnishing of Services or equipment on such premises or the installation or removal thereof;
8. Injury to property or injury or death to persons, including claims for payments made under Workers' Compensation law or under any plan for employee disability or death benefits, arising out of, or caused by, any act or omission of the Customer, or the construction, installation, maintenance, presence, use or removal of the Customer's facilities or equipment connected, or to be connected to the Company's facilities;
9. Any intentional, wrongful act of a Company employee when such act is not within the scope of the employee's responsibilities for the Company and/or is not authorized by the Company;
10. Any representations made by Company employees that do not comport, or that are inconsistent, with the provisions of this Tariff;
11. Any non-completion of calls due to network busy conditions;
12. Any calls not attempted when Service is unavailable.

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SECTION 2 – REGULATIONS, Continued

2.1 UNDERTAKING OF COMPANY, Continued

2.1.4 Limitations on Liability, Continued

- E. The Company shall be indemnified, defended and held harmless by the Customer or End User from and against any and all claims, loss, demands, suits, expense, or other action or any liability whatsoever, including attorney fees, whether suffered, made, instituted, or asserted by the Customer or by any other party, for any personal injury to or death of any person or persons, and for any loss, damage or destruction of any property, including environmental contamination, whether owned by the Customer or by any other party, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, presence, condition, location, use or removal of any Company or Customer equipment or facilities or service provided by the Company.
- F. Except as otherwise stated in this Tariff, any claim of whatever nature against the Company shall be deemed conclusively to have been waived unless presented in writing to the Company within thirty (30) calendar days after the date of the occurrence that gave rise to the claim.

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SECTION 2 – REGULATIONS, Continued

2.1 UNDERTAKING OF COMPANY, Continued

2.1.4 Limitations on Liability, Continued

G. The Company will operate as specified in these and other applicable Tariffs. Due to the interdependence among telecommunications companies, and the interrelationship with non-Company processes, equipment, and systems, the Company is not responsible or liable for failures caused by circumstances beyond its control including, but not limited to, failures caused by:

1. overt action, omissions, interruptions, delays, errors, other defects or misrepresentations, or the facilities of a local exchange carrier;
2. customer premise equipment; or
3. an End User or Customer.

In addition, the Company is not liable for incompatibility between the Company's Services and any non-Company Services used by a Customer or an End User.

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SECTION 2 – REGULATIONS, Continued

2.1 UNDERTAKING OF COMPANY, Continued

2.1.5 Provision of Equipment and Facilities

- A. Except as otherwise indicated, Customer-provided equipment located at the Customer's premises for use in conjunction with this Service shall be so constructed, maintained and operated as to work satisfactorily with the facilities of the Company.
- B. The Company shall not be responsible for the installation, operation or maintenance of any Customer-provided communications equipment ("CPE"). Where such equipment is connected to Service furnished pursuant to this Tariff, the responsibility of the Company shall be limited to the furnishing of Services under this Tariff and to the maintenance and operation of such Services in the proper manner. Subject to this responsibility, the Company shall not be responsible for:
 - 1. the through transmission of signals generated by CPE or for the quality of, or defects in, such transmission; or
 - 2. the reception of signals by CPE; or
 - 3. network control signaling where such signaling is performed by Customer-provided network control signaling equipment.

2.1.6 Ownership of Facilities

Title to all facilities provided in accordance with this Tariff remains in the Company, its agents, contractors or suppliers.

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SECTION 2 – REGULATIONS, Continued

2.2 PROHIBITED USES

- A. The Services the Company offers shall not be used for any unlawful purpose or for any use for which the Customer has not obtained all required governmental approvals, authorization, licenses, consents and permits.
- B. The Company may require Service Customers who intend to use the Company's offering for resale and/or for shared use to file a letter with the Company confirming that their use of the Company's offerings complies with relevant laws and regulations, policies, orders, and decisions.
- C. The Company may require a Customer to immediately shut down its transmission if it is causing interference to others.
- D. A Customer, joint user, or authorized user may not assign, or transfer in any manner, the Service or any rights associated with the Service without the written consent of the Company. The Company will permit a Customer to transfer its existing Service to another entity if the existing Customer has paid all charges owed to the Company for regulated access Services. Such a transfer will be treated as a disconnection of existing Service and installation of new Service, and non-recurring installation charges as stated in this Tariff will apply.

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SECTION 2 – REGULATIONS, Continued

2.3 OBLIGATIONS OF THE CUSTOMER

2.3.1 Customer Premises Provisions

- A. The Customer shall provide the personnel, power and space required to operate all facilities and associated equipment installed on the premises of the Customer.
- B. The Customer shall be responsible for providing Company personnel access to premises of the Customer at any reasonable hour for the purpose of testing the facilities or equipment of the Company.

2.3.2 Liability of the Customer

- A. The Customer will be liable for damages to the facilities of the Company and for all incidental and consequential damages caused by the negligent or intentional acts or omissions of the Customer, its officers, employees, agents, invitees, or contractors where such acts or omissions are not the direct result of the Company's negligence or intentional misconduct.
- B. To the extent caused by any negligent or intentional act of the Customer as described in (A), preceding, the Customer shall indemnify, defend and hold harmless the Company from and against all claims, actions, damages, liabilities, costs and expenses, including reasonable attorneys' fees, for (1) any loss, destruction or damage to property of any third party, (2) the death of or injury to persons, including, but not limited to, employees or invitees of either party, and (3) any liability incurred by the Company to any third party pursuant to this or any other Tariff of the Company, or otherwise, for any interruption of, interference to, or other defect in any Service provided by the Company to such third party.

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SECTION 2 – REGULATIONS, Continued

2.3 Obligations of the Customer, Continued

2.3.2 Liability of the Customer, Continued

- C. The Customer shall not assert any claim against any other customer or user of the Company's Services for damages resulting in whole or in part from or arising in connection with the furnishing of Service under this Tariff including but not limited to mistakes, omissions, interruptions, delays, errors or other defects or misrepresentations, whether or not such other customer or user contributed in any way to the occurrence of the damages, unless such damages were caused solely by the negligent or intentional act or omission of the other customer or user and not by any act or omission of the Company. Nothing in this Tariff is intended either to limit or to expand Customer's right to assert any claims against third parties for damages of any nature other than those described in the preceding sentence.

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SECTION 2 – REGULATIONS, Continued

2.4 CUSTOMER EQUIPMENT AND CHANNELS

2.4.1 Interconnection of Facilities

In order to protect the Company's facilities and personnel and the Services furnished to other Customers by the Company from potentially harmful effects, the signals applied to the Company's Service shall be such as not to cause damage to the facilities of the Company. Any special interface equipment necessary to achieve the compatibility between facilities of the Company and the channels or facilities of others shall be provided at the Customer's expense.

2.4.2 Inspections

- A. The Company may, upon notification to the Customer, at a reasonable time, make such tests and inspections as may be necessary to determine that the requirements regarding the equipment and interconnections are being complied with in respect to the installation, operation and maintenance of Customer-provided equipment and in the wiring of the connection of Customer channels to Company-owned facilities.
- B. If protective agreements governing Company oversight of Customer CPE installed at Company's premises are not being complied with, the Company may take such action as necessary to protect its facilities and personnel and will promptly notify the Customer in writing of the need for protective action. In the event that the Customer fails to advise the Company within ten (10) calendar days after such notice is received or within the time specified in the notice that corrective action has been taken, the Company may take whatever additional action is deemed necessary, including canceling Service, to protect its facilities and personnel from harm. Upon Customer request, the Company will provide Customer with a statement of technical parameters that the Customer's equipment must meet within no less than twenty four (24) hours in advance of equipment inspection.

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SECTION 2 – REGULATIONS, Continued

2.5 CUSTOMER ADVANCED PAYMENTS AND DEPOSITS

2.5.1 Advance Payments

Company reserves the right to collect Advanced Payments.

2.5.2 Deposits

Company reserves the right to collect Deposits.

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SECTION 2 – REGULATIONS, Continued

2.6 PAYMENT ARRANGEMENTS

2.6.1 Payment for Service

The Customer is responsible for the payment of all charges for facilities and Services furnished by the Company to the Customer.

The Customer is responsible for payment of any sales, use, excise, access or other local, state and federal taxes, charges or surcharges (however, designated) (excluding taxes on the Company's net income) imposed on or based upon the provision, sale, or use of Network Services.

2.6.2 Billing and Collection of Charges

The Customer is responsible for payment of all charges incurred by the Customer or other users for services and facilities furnished to the Customer by the Company.

- A. The Company shall present invoices monthly to the Customer, which shall be due and payable within thirty (30) calendar days after the date of the invoice. Usage charges will be billed monthly for the preceding billing period.
- B. If any portion of the payment is received by the Company after the date due, or if any portion of the payment is received by the Company in funds which are not immediately available upon receipt of payment, then a late payment penalty shall be due to the Company. The late payment penalty shall be the portion of the payment not received by the date due, multiplied by a late factor. The late factor shall be 1.5 percent per month.
- C. For any payment submitted by the Customer that a financial institution refuses to honor, the Customer will be assessed an amount not exceeding the amount allowed by law.
- D. Where any undercharge in billing of a Customer is the result of a Company's mistake, Company will send an invoice to Customer for applicable charges up to twenty four (24) months from the date the services were provided.

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SECTION 2 – REGULATIONS, Continued

2.6 PAYMENT ARRANGEMENTS, Continued

2.6.3 Billing Disputes

A. General

All bills are presumed accurate, and shall be binding on the Customer unless notice of the disputed charge(s) is received by the Company within thirty (30) calendar days of the date of the mailing of the bill. For the purposes of this section, "notice" is defined as written notice to the Company, containing sufficient documentation to investigate the dispute, including the account number under which the bill has been rendered, the date of the bill, and the specific items on the bill being disputed.

B. Late Payment Charge

1. The undisputed portions of the bill must be paid by the payment due date to avoid assessment of a late payment charge on the undisputed amount under Section 2.6.2.B.
2. In the event that a billing dispute is resolved by the Company in favor of the Customer, any disputed amount withheld pending resolution of the billing dispute shall not be subject to the late payment charge.
3. In the event that a billing dispute is resolved in favor of the Company, the Customer shall pay the total billed amount and be subject to the late payment charge.

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SECTION 2 – REGULATIONS, Continued

2.6 PAYMENT ARRANGEMENTS, Continued

2.6.3 Billing Disputes, Continued

C. Adjustments or Refunds to the Customer

1. In the event that the Company resolves the billing dispute in favor of a Customer who has withheld payment of the disputed amount pending resolution of the disputed bill, the Company will credit the Customer's account for the disputed amount in the billing period following the resolution of the dispute.
2. In the event that the Company resolves the billing dispute in favor of a Customer who has paid the total amount of the disputed bill, the Company will credit the Customer's account for any overpayment in the billing period following resolution of the dispute.
3. In the event that the Company resolves the billing dispute in favor of a Customer who has paid the total amount of the disputed bill but canceled the Service, the Company will issue a refund.
4. All adjustments or refunds provided by the Company to the Customer at the Customer's request, or provided by the Company to the Customer by way of compromise of a billing dispute, and which are accepted by the Customer, are final and constitute full satisfaction, settlement, and/or compromise of the Customer's claims for the billing period for which the adjustment or refund was issued.
5. Limitations of Damages and of Period for Bringing Claims - The entire liability of Company for any claim, loss, damage or expense from any cause whatsoever shall in no event exceed sums actually paid to Company by the Customer for the specific Services giving rise to the claim, and no action or proceeding against Company shall be commenced more than one (1) year after the Service related to the claim is rendered. Claims applicable to overbilling against Company shall be commenced no more than two (2) years after the Service related to the claim is rendered pursuant to Section 415, U.S. Code, 47 U.S.C. §415.

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SECTION 2 – REGULATIONS, Continued

2.6 PAYMENT ARRANGEMENTS, Continued

2.6.3 Billing Disputes, Continued

D. Unresolved Billing Disputes

In the case of a billing dispute between the Customer and the Company for Service furnished to the Customer, which cannot be settled to the mutual satisfaction of the Customer and the Company, the Customer shall have thirty (30) calendar days after such bills have been mailed or otherwise rendered per the Company's normal course of business to request that the Company provide an in-depth review of the disputed amount. The Customer may contact the Commission at any time regarding billing disputes.

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SECTION 2 – REGULATIONS, Continued

2.6 PAYMENT ARRANGEMENTS, Continued

2.6.4 Discontinuance or Suspension of Service for Cause

For other than Incidental Interconnection, Company may disconnect service in the following instances, if applicable.

- A. For nonpayment of any amounts owing to the Company that remain unpaid beyond the bill due date, the Company may suspend Service without incurring liability, by giving no less than thirty (30) business days prior written notice to the Customer.
- B. Upon violation of any other terms or conditions described herein for furnishing Service, the Company may, by giving ten (10) business days prior notice in writing to the Customer, discontinue or suspend Service without incurring any liability.
- C. Upon condemnation of any material portion of the facilities used by the Company to provide Service to a Customer or if a casualty renders all or any material portion of such facilities inoperable beyond feasible repair, the Company may, by notice to the Customer, discontinue or suspend Service without incurring any liability.
- D. Upon the Customer's insolvency, assignment for the benefit of creditors, filing for bankruptcy or reorganization, or failing to discharge an involuntary petition within the time permitted by law, the Company will follow procedures provided in federal bankruptcy code.
- E. Upon any governmental prohibition or required alteration of the Services provided or any violation of an applicable law or regulation, the Company may immediately discontinue or suspend Service without incurring any liability.
- F. In the event of fraudulent use of the Company's network, the Company may without notice suspend or discontinue Service. The Customer will be liable for all related costs. The Customer will also be responsible for payment of any applicable reconnection charges.

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SECTION 2 – REGULATIONS, Continued

2.6 PAYMENT ARRANGEMENTS, Continued

2.6.4 Discontinuance or Suspension of Service for Cause, Continued

- G. Upon the Company's discontinuance or suspension of Service to the Customer under Section 2.6.4(A) or 2.6.4(B), the Company, in addition to all other remedies that may be available to the Company at law or in equity or under any other provision of this Tariff, may declare all future monthly and other charges which would have been payable by the Customer during the remainder of the term for which such Services would have otherwise been provided to the Customer to be immediately due and payable.
- H. Discontinuance or Suspension of Service for Incidental Service shall mean that Customer will be precluded from terminating traffic on Company's network, or receiving calls originated on Company's network.

2.6.5. Customer Overpayment

The Company will not pay interest on a Customer overpayment, unless otherwise required by law or regulation.

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SECTION 2 – REGULATIONS, Continued

2.7 ALLOWANCES FOR INTERRUPTION OF SERVICE

2.7.1. No credit allowance will be made for any interruption in Incidental Service, including, but not limited to, the following:

- A. Due to the negligence of or noncompliance with the provisions of this Tariff by any person or entity other than the Company, including but not limited to the Customer or other common Carriers connected to the service of the Company;
- B. Due to the failure of power, equipment, systems, connections or services not provided by the Company;
- C. Due to circumstances or causes beyond the control of the Company;
- D. During any period in which the Company is not given full and free access to its facilities and equipment for the purposes of investigating and correcting interruptions;
- E. During any period in which the Customer continues to use the service on an impaired basis;
- F. During any period when the Customer has released service to the Company for maintenance purposes or for implementation of a Customer order for a change in service arrangements;
- G. Interruptions that occur or continue due to the Customer's failure to authorize replacement of any element of special construction; and
- H. That was not reported to the Company within thirty (30) calendar days of the date that service was affected.

2.7.2. Use of Another Means of Communications

If the Customer elects to use another means of communications during the period of interruption, the Customer must pay the charges for the alternative service used. At no time shall Company be liable for such charges.

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SECTION 2 – REGULATIONS, Continued

2.8 CUSTOMER LIABILITY FOR UNAUTHORIZED USE OF THE NETWORK

2.8.1 Unauthorized Use of the Network

- A. Unauthorized use of the Network occurs when: (1) a person or entity that does not have actual, apparent, or implied authority to use the Network, obtains the Company's Services provided under this Tariff; or (2) a person or entity that otherwise has actual, apparent, or implied authority to use the Network, makes fraudulent use of the Network to obtain the Company's Services provided under this Tariff, or uses specific Services that are not authorized.
- B. The following activities constitute fraudulent use:
 - 1. Using the Network to transmit a message, locate a person, or otherwise give or obtain information, without payment for the Service;
 - 2. Using or attempting to use the Network with the intent to avoid payment, either in whole or part, of any of the Company's Tariffed charges by either rearranging, tampering with, or making connections not authorized by this Tariff to any service components used to furnish the Company's Services or using fraudulent means or devices, tricks, schemes, false or invalid numbers, false credit devices or electronic devices;
 - 3. Using fraudulent means or devices, tricks, schemes, false or invalid numbers, false credit devices or electronic devices to defraud or mislead callers.
- C. Customers are advised that use of telecommunications equipment and Services, including those provided under this Tariff, carry a risk of various forms of telecommunications fraud (including, but not limited to, toll and PBX fraud perpetrated by Users who gain access to a Customer's facilities, account numbers, security or authorization codes, etc.). Customers should take all necessary steps to restrict access to their facilities, including the equipment and Services provided hereunder, and to detect and prevent unauthorized use of the equipment and Services provided by the Company under this Tariff.

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SECTION 2 – REGULATIONS, Continued

2.8 CUSTOMER LIABILITY FOR UNAUTHORIZED USE OF THE NETWORK, Continued

2.8.2 Liability for Unauthorized Use

- A. Except as provided for elsewhere in this Tariff, the Customer is responsible for payment of all charges for Services provided under this Tariff furnished to the Customer. This responsibility is not changed due to any use, misuse, or abuse of the Customer's Service or CPE by Users or other third parties, the Customer's employees, or the public.
- B. The Customer is liable for all costs incurred as a result of unauthorized use of the Network, including, but not limited to, Service charges and any direct, indirect, special, incidental, reliance, consequential, exemplary, or punitive charges.
- C. The Customer is responsible for payment of any charges related to the suspension of Service, and any charges for reconnection of Service, incurred as a result of unauthorized use of the Network.

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SECTION 2 – REGULATIONS, Continued

2.9 APPLICATION OF RATES

The regulations set forth in this section govern the application of rates for Services contained in other sections of this Tariff.

2.9.1 Charges Based on Duration of Use

Customer traffic to End Offices will be measured (i.e., recorded or assumed) by the Company. Originating and terminating calls will be measured (i.e., recorded or assumed) by the Company to determine the basis for computing chargeable access minutes. In the event the Customer message detail is not available because the Company lost or damaged tapes or experienced recording system outages, the Company will estimate the volume of lost Customer access minutes of use based on previously known values.

A. Originating Traffic

For originating calls over Customer's Feature Group D, usage measurement of access minutes begins when the originating Customer's Feature Group D switch receives the first wink supervisory signal forwarded from the Customer's point of termination.

The measurement of originating call usage ends when the Customer's originating Feature Group D switch receives disconnect supervision from either the Company's Network, indicating the originating End User has disconnected, or the Customer's point of termination, whichever is recognized first by the Company's Network.

B. Terminating Traffic

For terminating calls, the measurement of access minutes begins when the Customer's terminating Feature Group D switch receives answer supervision from the Company's Network, indicating the terminating End User has answered. For terminating calls over Customer's Feature Group D Access Service, the measured minutes are chargeable access minutes. Where assumed minutes are used, the assumed minutes are the chargeable access minutes.

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SECTION 2 – REGULATIONS, Continued

2.9 APPLICATION OF RATES, Continued

2.9.1 Charges Based on Duration of Use, Continued

B. Terminating Traffic, Continued

The measurement of terminating call usage over Customer's Feature Group D ends when the Customer's terminating Feature Group D switch receives disconnect supervision from either the Company's Network, indicating the terminating End User has disconnected, or the Customer's point of termination, whichever is recognized first by the switch.

Customer's Feature Group D access minutes or fractions thereof, the exact value of the fraction being a function of the Network technology where the measurement is made, are accumulated over the billing period for each End Office, and are then rounded up to the nearest access minute for each End Office.

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SECTION 3 - SERVICE DESCRIPTIONS

3.1 INTRASTATE SWITCHED EXCHANGE ACCESS SERVICES

Intrastate Switched Exchange and Transitional Intrastate Access Services provide for the use of common terminating, switching and trunking facilities and/or functionalities. The Services provide for the ability to originate calls from an End User's premises and to terminate calls from a Customer's premises in the LATA where it is provided and served by Company. Switched Exchange and Transitional Access Services must be ordered or can be provided as an Incidental Service separately for each LATA in which the Customer desires to originate or terminate calls.

Services are provided in the following categories, which are differentiated by their technical characteristics and the manner in which an End User or Customer accesses them when originating or terminating calls.

Terminating Services provide trunk side equivalent access to the Company's Network for the Customer's use in originating and terminating communications.

Toll Free Database Access Service provides trunk side-equivalent access to the Company's Network in the originating direction only, for the Customer's use in originating calls dialed by an End User to telephone numbers beginning with the prefix "800" or "8XX" where X is a number between 0 and 9.

The use of any Incidental Service by Customer or its End User constitutes Customer's agreement to all of the terms and conditions of this Tariff. Incidental Services are billed to Customer on a monthly basis in accordance with Customer's recorded usage for each Service and the corresponding rates contained in the Rates Section.

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SECTION 3 - SERVICE DESCRIPTIONS, Continued

3.1 INTRASTATE SWITCHED EXCHANGE ACCESS SERVICES, Continued

3.1.1 Standard Rate Categories

The Company's Switched Exchange and Transitional Intrastate Access rates may include the elements listed in this section. This element may include the following rate categories if provided. The rate categories in this Section 3.1.1 apply to the Services and include the following combined categories.

A. Local Switching

The Local Switching rate category establishes the charges related to the use of those portions of the Company's network that perform Local Switching functionality, the terminations in the End Office of End User lines and the termination of calls at intercept operators or recordings.

B. Switched Transport

The Switched Transport rate category establishes the charges related to the provision by the Company's Network of transmission and switching functionality between the Customer designated premises and the End Office(s) where the Customer's traffic is switched to originate or terminate the Customer's communications. The Switched Transport rate category also includes the functionality of transport between an End Office or equivalent within Company's Network that serves as host for a remote switching system or module.

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SECTION 3 - SERVICE DESCRIPTIONS, Continued

3.1 INTRASTATE SWITCHED EXCHANGE ACCESS SERVICES, Continued

3.1.1 Standard Rate Categories, Continued

C. Tandem-Switched Transport Services

Tandem-Switched Transport is composed of the following usage sensitive rate elements:

- The Tandem-Switched Termination element includes the non-distance sensitive portion of Switched Transport, and is assessed on a per access minute of use basis.
- The Tandem-Switched Facility element includes the distance sensitive portion of Switched Transport and is assessed on a per access minute of use per mile basis.
- The Tandem Switching element includes the access tandem switching associated with Tandem-Switched Transport traffic and is assessed per access minute switched through the tandem. The Tandem Switching rate element is excluded from the Company's Tariffed Rates.

Tandem-Switched Transport requires dedicated tandem trunk ports, and end office common trunk ports. In addition, common multiplexing, includes the multiplexing associated with the Tandem-Switched Transport.

D. Shared Port

The End Office Shared Port rate provides for the termination of common transport trunks in shared end office ports and in remote switching system or module ports. The End Office Shared Port rate is assessed on a per-MOU basis to all trunk side originating and terminating access minutes utilizing tandem routing to an end office.

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SECTION 3 - SERVICE DESCRIPTIONS, Continued

3.1 INTRASTATE SWITCHED EXCHANGE ACCESS SERVICES, Continued

3.1.2 8XX Database Query Service

8XX Database Query Service is a service that utilizes originating trunk side Switched Exchange Access Service. The Service provides for the forwarding of End User dialed Toll Free calls to a Company switching point which will initiate a query to the database to perform the switching

8XX Database Query Service is comprised of the following elements:

A. Customer Identification Charge

The Customer Identification Charge applies for the identification and delivery of Toll Free dialed traffic to the appropriate Customer. The charge is assessed to the Customer on a per query and per minute of use basis and may include an area of Service which may range from a single NPA/NXX to an area consisting of all LATAs and NPAs within the operating territory of Company. The Customer Identification Charge and the per minute of use charges can be found with the Local Transport and Local Switching rates in Section 4.

B. 800 to POTS Number Translation

800 to POTS Number Translation provides the option of having the ten digit number NPA + NXX-XXXX delivered instead of the Toll Free dialed number (e.g., 800 + NXX-XXXX) delivered to the service provider.

A Translation Charge is assessed per query, in addition to the Toll Free Carrier Identification Charge. The charges can be found in Section 4.

C. Call Handling and Destination Feature Charge

The Call Handling and Destination Feature Package, available only with the Toll Free Database Access Service, provides feature functionality in addition to basic query. The feature package may include various destination options such as carrier selection, time of day routing, day of week routing, specific date routing, geographic routing, routing based on percent of allocation, and emergency routing profiles.

The Call Handling and Destination Feature charge is assessed on a per-query basis, in addition to the Customer Identification Charge and the Translation Charge as set forth in Section 4.

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SECTION 4 - RATES

4.1 ACCESS SERVICE RATES

4.1.1 Switched Exchange and Transitional Intrastate Access Services

A. Local Transport

Terminating Access

Local Transport Facility, per minute, per mile	\$0.00043
Local Transport Termination, per minute, per termination	\$0.002234

Originating Access

Facility Charge, per minute	\$0.0297
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A. End Office

Terminating Access

Local Switching - Feature Groups A&B (LS1)	Not applicable
Local Switching - Feature Groups C&D (LS2)	\$0.0007 ¹

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Originating Access

Local Switching - Feature Groups A&B (LS1)	Not applicable
Local Switching - Feature Groups C&D (LS2)	\$0.0084

4.1.2. 8XX Database Query Service

Customer Identification Charge, per query	\$0.004186
800 to POTS Number Translation, per call	\$0.00

¹ All rate changes within this revised tariff filing were effective July 2, 2019 pursuant to WC Docket No. 19-47, Order, DA 19-246 (rel. Apr. 4, 2019).

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SECTION 4 - RATES, Continued

4.2. TOLL VOICE OVER INTERNET PROTOCOL – PUBLIC SWITCHED TELEPHONE (“VoIP -PSTN”) TRAFFIC

This section governs the identification, exchange and compensation for Toll VoIP-PSTN Traffic. It applies only to traffic identified pursuant to this section unless the Company and Customer have agreed in writing to other terms and conditions. Also, this section establishes the methodology for separating Toll VoIP-PSTN Traffic from the Customer's traditional intrastate access traffic.

4.2.1. A Customer delivering traffic to the Company shall identify the percentage of that traffic that is Toll VoIP-PSTN Traffic (“Percentage VoIP Usage” or “PVU”) and will provide as support for its PVU a traffic study, similar analysis, end-user customer certifications or other information acceptable to the Company.

- A. If the Customer does not furnish the Company with a PVU factor, the Company will utilize a PVU factor of zero;
- B. The PVU and the underlying support for establishing that factor are subject to audit. Each party shall bear their own costs associated with any audit. In no event may the Company or Customer request more than two audits within a calendar year.
- C. The Company may adjust the PVU based on its review of the supporting data provided by the Customer.

4.2.2. Customer will not modify its reported Percentage of Interstate Usage factor to account for Toll VoIP-PSTN traffic.

4.2.3. PVU Factor Updates

The Customer may update the PVU factors quarterly. The Customer shall submit such updates no later than the 15th day of January, April, July and October of each year. Revised PVU factors must be based on data for the prior three months ending the last day of December, March, June and September respectively. The revised PVU factors will be used for future billing and will be effective on the bill date of each month and will be used for subsequent monthly billing until superseded by a new PVU factor. No prorating or back billing will be done based on the updated PVU factors.

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SECTION 4 - RATES, Continued

4.2. TOLL VOICE OVER INTERNET PROTOCOL – PUBLIC SWITCHED TELEPHONE (“VoIP -PSTN”) TRAFFIC

4.2.4. Toll VoIP-PSTN traffic will be billed at the applicable, tariffed interstate access rates set forth below.²

A. Local Transport

Terminating and Originating Access

Local Transport Facility, per minute, per mile	\$0.000437	(R)
Local Transport Termination, per minute, per termination	\$0.002267	(R)

B. End Office

Terminating Access

Local Switching - Feature Groups A&B (LS1) (Non-Premium)	Not applicable	
Local Switching - Feature Groups C&D (LS2) (Premium)	\$0.0007	(R)

Originating Access

Local Switching - Feature Groups A&B (LS1) (Non-Premium)	Not applicable	
Local Switching - Feature Groups C&D (LS2) (Premium)	\$0.0048712	(R)

4.3. INDIVIDUAL CASE BASIS ARRANGEMENTS

Individual Case Basis (“ICB”) arrangements will be developed on a case-by-case basis in response to a bona fide Customer or prospective Customer request and based on specific Customer commitments, unless otherwise prohibited by law or regulation. ICB arrangement switched exchange access service rates will be available to any similarly situated Customer.

² All rate changes within this revised tariff filing were effective July 2, 2019 pursuant to WC Docket No. 19-47, Order, DA 19-246 (rel. Apr. 4, 2019).

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